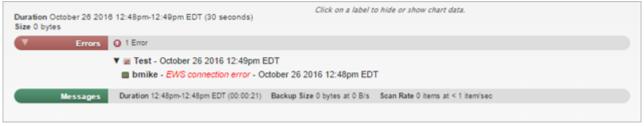


How to Resolve "EWS connection error" for Specific Users in Message-Level Backup

https://cam	pus.barracuda.com/doc/54266949	2/
nups://cam	pus.barracuua.com/u0c/54200945	2/

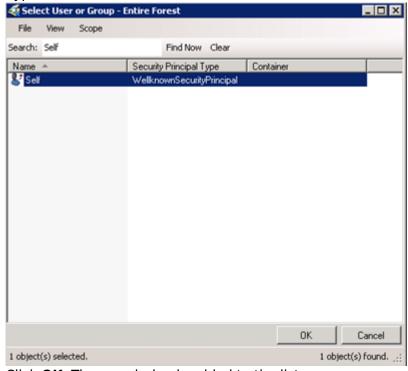
This article applies to Microsoft Exchange 2010 Message-Level backup.

When the **NT AUTHORITY/SELF** permission is removed from a user, 'EWS connection error' is generated in an Exchange 2010 Message-Level backup:



To resolve this error:

- 1. Log in to the Exchange server, and open the Exchange Management Console (EMC).
- 2. Expand Recipient Configuration, and click Mailbox.
- 3. Navigate to and right-click the user, and click Manage Full access Permission.
- 4. Verify that the **NT AUTHORITY/SELF** permission is missing from the list, and then click **Add**.
- 5. Type self in the search field, and click **Find Now**:



6. Click **OK**. The permission is added to the list:

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Manage Full Access Permission Completion	Manage Full Access Permission Use this wizard to grant or remove Full Access permissions for the selected mailbox to or from a user or group. When you grant the Full Access permission to a user, they can oper and read the contents of the specified mailbox. Select the user(s) or group(s) to grant or remove full access permission:
	Security Principal SCHRADER Vadministrator SCHRADER Vexchange Servers SCHRADER Vexchange Trusted Subsystem SCHRADER Vschrader Service TNT AUTHORITY VSELF

7. Click **Manage**, and then click **Finish** to update the user permissions.

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Figures

- 1. EWSConnectionError.png
- 2. SelfPermission.png
- 3. ManagePermissions.png

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